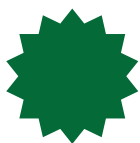# Report a Concern

Pelham's new Report a Concern portal allows you to engage with the City as you always have but with ease and convenience. Use these step-by-step instructions to set up your new account.

New Features

In addition to the new web portal for reporting concerns, we are launching an all-new City of Pelham app. It will serve as a one-stop shop for all your interactions with City staff. It will provide you with an easy and convenient way to report concerns, access city services, and stay updated on all things Pelham. Our goal is to make it even simpler for you to engage with your city and stay connected to the community.

Pelham

Get Started

When you reach the Report a Concern landing page, you will click the 'Sign in or Sign up' tile. Once redirected to a new page, look for the 'Sign Up' link. You'll be asked for your name, email, and phone number. Then, created a password compliant with the specifications.

Report a Concern

Reporting a concern to the City of Pelham may look different, but the process remains unchanged, yet functionality is improved.

- Instead of several categories, you'll see just one dropdown menu with all requests listed alphabetically.
- If the location is required for that request type, you may choose to type in the address to populate the map, or you can manually search the map with your cursor.
- In the next section, you will enter your requested details and upload any images you want to include.
- Finally, you'll enter your contact information and submit.

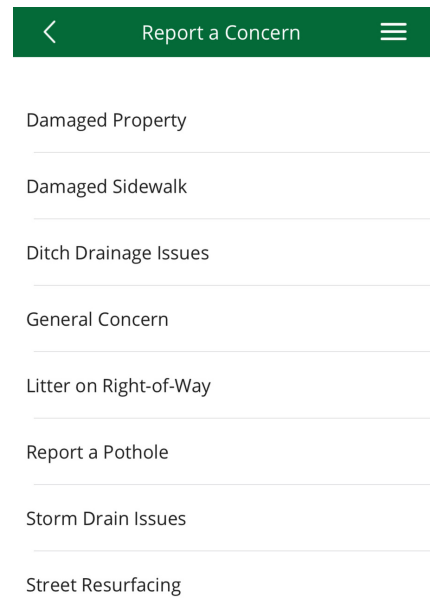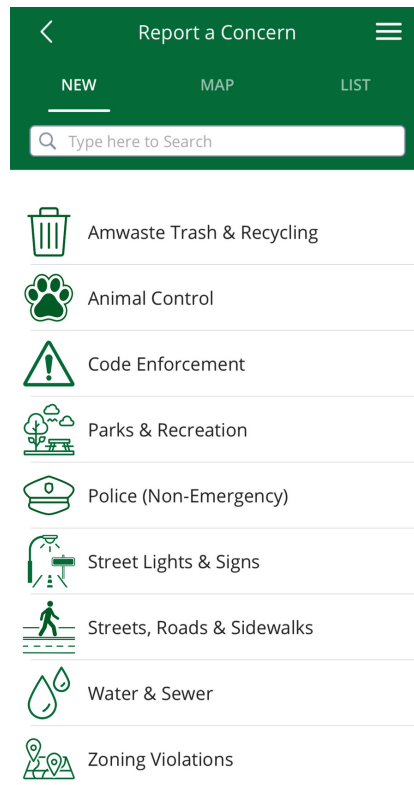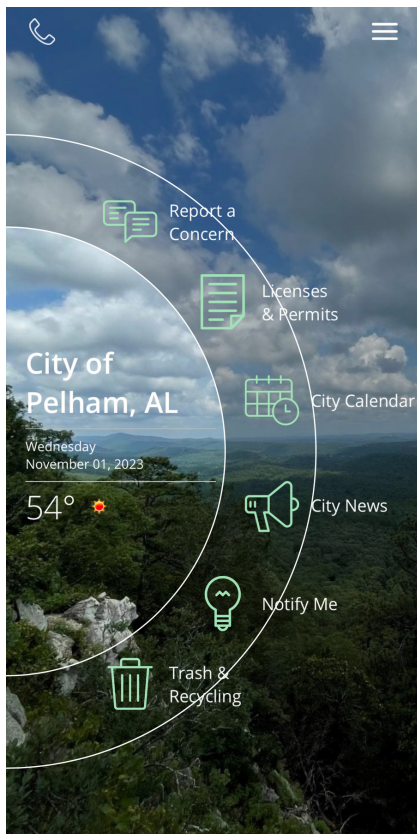Like the current system, you will receive emails when updates are available about your request.

The App

This app will serve as a one-stop shop for all your interactions with City staff. It will provide an easy and convenient way to report concerns, access city services, and stay updated on all things Pelham. Our goal is to make it even simpler for you to engage with your city and stay connected to the community.

With the new app and integrated 'Report a Concern' software, you'll have access to:
- Seamless Reporting: Easily report concerns from your mobile device.
- Service Requests: Submit various service requests directly through the app.
- Real-time Updates: Stay informed about the status of your reported concerns.
- City Information: Access important city news, events, and information.

We are dedicated to providing you with the best tools to engage with the City of Pelham. The app will be available for download beginning November 13, 2023, in the App and Google Play stores.

Contact Information

If you need assistance, do not hesitate to contact the Communications Office.

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